



State of Washington
Agency Activity Inventory System
Agency Activity by Agency
Approp Period 2001-03
Activity Version: 2002 Spring Update Exercise

Agency: 240 - Department of Licensing



State of Washington
Agency Activity Inventory System
Agency Activity by Agency
Approp Period 2001-03
Activity Version: 2002 Spring Update Exercise

Agency: 240 - Department of Licensing

Category: Revenue and Collections

Vehicle Services - Title and Registration

Total \$ \$42,957,045



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Title and Registration Services serves the public by issuing a negotiable and secure Certificate of Ownership for each vehicle and vessel that is required to be titled. The Certificate of Ownership indicates legal ownership of the vehicle or vessel to prospective buyers and lending institutions. Vehicle and vessel licensing services are provided at three DOL offices, 39 county auditor offices, and their contracted 143 sub-agent offices throughout Washington State. In the 2001-03 Biennium, these activities will result in the collection of approximately \$1.8 billion per biennium for the Motor Vehicle fund, \$6.4 million for the General Fund from vessel registration, \$110 million in vehicle license taxes for the Regional Transit Authority, and \$136 million for the DOR in use tax revenue.

Title and Registration Services activities include:

Vehicle Titling and Registration - DOL issues titles, registrations, and plates for motor vehicles (approximately 6 million registrations and 2 million titles annually). The revenues collected for these activities are deposited to the Motor Vehicle and other funds supporting transportation and law enforcement.

Vessel Registration - The agency licenses 260,000 vessels annually. Vessel registration and title fees are deposited in the State General Fund. The Department of Parks and Recreation receives matching federal funds based on the agency's registration of vessels. The federal funds are used to support the state boating safety program.

Personalized Plates - Any Washington vehicle owner can apply for 'personalized plates' for their vehicle. DOL sells approximately 81,000 (original and renewal) personalized plates annually. The initial cost for personalized plates is \$44, of which \$33 is deposited in an account that supports the Department of Fish and Wildlife and the remainder is deposited into the Motor Vehicle Fund. DOL collects the fee and transfers it to the State Treasurer. When vehicles with personalized plates renew their registrations, the fee is \$33, all of which is transferred to the State Treasurer for deposit into a DOE fund.

Specialized Plates - Title and Registration also issues 88,000 license plates with special designations for universities, the Mariners, etc. Vehicle owners electing to purchase these special designation license plates pay an additional fee for the plate. Some specialized plates only have an 'original' fee, others have an annual renewal fee. The additional funds paid for these plates are collected by Title and Registration, transferred to the State Treasurer, and deposited to special accounts set up by state law for the organizations. An amount of \$2, \$12, or a percentage of the fee, depending on the type of plate, is deposited in the Motor Vehicle Fund to cover the cost of administration of the specialized plate program.

Regional Transportation Authority Excise Tax - The state's only Regional Transit Authority (RTA/Sound Transit) located in parts of King, Pierce, and Snohomish Counties is authorized to charge a three-tenths of 1 percent motor vehicle excise tax on vehicles registered within the RTA boundaries. DOL collects this tax for the RTA and deposits the funds in an account established at the State Treasurer's office. DOL charges the RTA for the expenses the agency incurs to collect the RTA excise tax.

Plate Replacement - State law requires periodic replacement of vehicle license plates. Each year, as part of the registration renewal process, approximately 607,000 vehicle owners are notified that they must replace the license plates assigned to their vehicle.

Use Tax - DOL collects use tax on behalf of DOR for deposit into the State General Fund.

GFS \$	\$963,436
Other \$	\$41,993,609
FTEs	166.9

Agency Priority: None



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Use tax is due on most vehicle and vessel title transfers. County auditors retain \$2 for each use-tax transaction that occurs.

Inspection Fees - DOL collects a \$50 inspection fee when the WSP performs a physical inspection of a vehicle. A vehicle inspection would be requested when: 1. A vehicle is declared a total loss by an insurance company, is subsequently rebuilt, and the owner wishes to title and license the vehicle again (Washington law requires a physical examination of the vehicle by the WSP in such cases.); and 2. DOL is unable to determine how to license a vehicle because paper work submitted by the customer is incomplete or not available.

For each vehicle being titled from out of state, there is a \$15 fee for the National Crime Information Center stolen vehicle check. This revenue is deposited in the Motor Vehicle Fund. DOL does not retain any portion of these fees.

Emission Test Notification - The department is required to notify vehicle owners when an emission test is due. Vehicles that require emission testing cannot renew their registration without passing a valid emission test. The notification is printed on the vehicle renewal notice.

Local Government Fees - Title and Registration services collects a number of fees associated with vehicle or vessel licensing for local government or other non-transportation state programs. These include the local option county licensing fee imposed by King, Pierce, Snohomish, and Douglas counties; milfoil weed fee when registering boat trailers; snowmobile registration fee; off-road vehicle registration fee; mobile home relocation fee; and the recreational vehicle disposal fee. Under new legislation, DOL will begin collecting a derelict vessel fee to fund the cost of recovering abandoned vessels.

Legislative Responsibilities - During the 2002 Legislative Session, two bills were adopted that will significantly expand the agency's authority to collect and distribute additional vehicle license fees to support local government.

ESSB 6464 allows the city of Seattle to impose special vehicle license fees to support a monorail.

E2SSB 6140 established the Regional Transportation Investment Districts. King, Pierce, and Snohomish counties are authorized to propose to their voters the imposition of additional vehicle license fees to support regional transportation improvements. Prior to the implementation of these new vehicle license fees, they must be approved by a city-wide referendum. If voters approve the referendum, the agency will begin collecting regional transportation fees.

GFS-\$963,436, Motor Vehicles-\$37,022,717, DOL Services-\$4,240,000, Digital Gov-\$58,207, Wildlife Acct-\$586,685, Derelict Vessel-\$86,000

Expected Results



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Category: Public Safety and Criminal Justice

Driver Services - Licensing Services Offices

This activity includes 68 licensing services offices (LSOs) throughout the state that promote traffic safety through driver screening, testing, and issuance of basic, motorcycle operator, commercial (CDL), and special needs driver licenses. These offices test driver knowledge, performance, and visual and physical ability, and impose appropriate operator restrictions. In addition, the LSOs determine identity and eligibility of all applicants and issue original and renewal identification cards. They also issue employee identification cards for the Department of Licensing and other state agencies; collect and account for driver-related fees; administer the Motor Voter and Organ Donor programs; conduct fraudulent document investigations and identification reviews to ensure compliance with state laws and administrative rules; and give re-examination and special-skill driving tests.

Highway Safety Fund-State (106-1): \$41,903,000

Expected Results

In 2001, LSOs issued 1.7 million licenses, permits, and identification cards. Similar volumes are expected in 2002 and 2003. The unit expects the wait time for renewal licenses to be 13.4 minutes in the last quarter of the 2001-03 Biennium. The renewal wait time in the last quarter of the previous biennium was 14.3 minutes.

Total \$ \$41,903,000

GFS \$ \$0

Other \$ \$41,903,000

FTEs 348.2

Agency Priority: None

Category: Public Safety and Criminal Justice

Driver Services - Administrative Support

Driver Services Administrative Support staff provide management and administrative support to the Driver Services Division. Activities include strategic and program planning, budget preparation and monitoring, coordination of legislation, rules and policies management, management of quality improvement activities, and information services.

Highway Safety Fund-State, Highway Safety Fund-Federal

Expected Results

The Decentralized Information Services Unit within Administrative Support will complete the following technology projects with direct benefits to customers in the 2001-03 biennium:

- Driver Field System (DFS) Integration—This project will integrate the lobby management, knowledge testing, and digitized license systems with the DFS counter system at 68 licensing services offices.

- Expanded Internet—Four Internet services will be provided, including duplicate driver license application and payment, driver license status checks, hearings application and payment, and real-time LSO wait times.

Total \$ \$12,784,663

GFS \$ \$0

Other \$ \$12,784,663

FTEs 35.5

Agency Priority: None



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Category: Revenue and Collections

Vehicle Services - Prorate and Fuel Tax

Total \$ \$12,358,793



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This major statewide tax collection program is responsible for administering the state's motor vehicle fuel, special fuel, and aircraft fuel tax collection programs. Prorate and Fuel Tax Services collects approximately \$1.6 billion in fuel taxes per biennium. These programs require the licensing of fuel suppliers, exporters, importers, blenders, and distributors; the processing of fuel tax returns and associated payments; and the operation of an audit and compliance section responsible for taxpayer education, training, and auditing. State law requires all of these activities.

On January 1, 1999, Prorate and Fuel Tax Services successfully implemented the most significant change to the state's fuel tax structure in many years by shifting the point of taxation for motor vehicle fuel and special fuel to the terminal rack. In addition, the program implemented a dyed special fuel program for fuel used off-highway that is not subject to the state tax. This new tax structure, mirrored after the federal fuel tax system, is designed to increase fuel tax revenues by reducing fuel tax evasion opportunities and creating a more efficient tax collection program.

This program area issues 17 different types of fuel licenses and impacts approximately 9,000 businesses. Because the businesses have several options for reporting and/or paying their fuel tax, the program processes approximately 20,000 tax returns annually. This program also administers the International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA). These two agreements provide for one-stop vehicle licensing and fuel tax filing services for Washington-based interstate motor carriers.

The International Registration Plan (IRP) program is responsible for the proportional registration of commercial vehicles operated on state highways and used in interstate commerce. Prior to IRP, commercial vehicles operating interstate were required to be licensed and pay the full licensing fees in each jurisdiction where the vehicles operated. Proportional registration is a method of registering fleets of vehicles engaged in interstate commerce in a single state. A pro-rata share of each jurisdiction's vehicle licensing fees (which is based on a jurisdictional percent) is paid for each vehicle of the fleet. The prorata percentage is determined by the amount of miles a carrier travels in a state or Canadian Province as a percentage of their total miles traveled. For example, if a carrier traveled 50 percent of their total miles in Washington, and the remaining 50 percent in Oregon, he would be charged 50 percent of Washington's registration fees and 50 percent of Oregon's.

1. The IRP Unit processes 52,000 licensing transactions for approximately 30,000 IRP registered vehicles annually and collects \$40 million in Washington commercial vehicle registration fees. They also collect and transmit \$12 million to other IRP jurisdictions.

2. The International Fuel Tax Agreement (IFTA) program involves one fuel tax license issued by a base state that authorizes interstate motor carrier travel in all states that are members of the IFTA. It also provides for one fuel tax report covering travel in all member states, and one audit done by the base state. The purpose of the International Fuel Tax Agreement (IFTA) is very similar to that of the International Registration Plan. Rather than filing fuel tax returns in each state or Canadian Province the carrier operates in, they file a single fuel tax return with a state or Canadian Province which they have applied to as their base state or province. Based upon the information in the tax return, that base state or province disburses to each state or province the amount of fuel tax the carrier owes to that respective state or province. The IFTA program significantly reduces the paperwork and compliance burdens for fuel tax licensing, reporting, and payment of fuel taxes for interstate motor carriers. The IFTA Unit licenses 3,600 IFTA accounts, processes 14,400 tax returns

GFS \$	\$0
Other \$	\$12,358,793
FTEs	86.1

Agency Priority: None



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annually, and collects approximately \$6 million each year in Washington fuel taxes.

The IFTA unit also processes and issues approximately 20,000 prorate and fuel tax refunds annually totaling approximately \$25 million each biennium; and conducts approximately 300 field audits annually to ensure uniform application and compliance with prorate and fuel tax statutes. The Compliance Unit recovers, on average, over \$4 million each biennium in unpaid taxes. The Fuel Tax Evasion Unit conducts investigations of suspected fraudulent fuel transactions to ensure fuel taxes are legitimately paid over to the state.

GFS-\$0, Motor Vehicles, Marine Fuel Tax

Expected Results

Category: Public Safety and Criminal Justice

Driver Services - Driver Examining Administrative Support

The Driver Examining Administration unit manages statewide programs for identification requirements, driver licensing and examination, commercial driver training schools, commercial driver licensing, motorcycle safety, organ donor, and motor voter. The unit coordinates the operation of 68 permanent licensing services offices with more than 358 employees statewide. They develop, manage, and evaluate the Driver Examining Section's \$56 million biennial budget, and develop and evaluate legislation. They also initiate and direct strategic initiatives to ensure quality customer service and efficient implementation of the agency's mission of public safety.

Expected Results

Total \$	<u>\$11,120,000</u>
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GFS \$	\$13,000
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Other \$	\$11,107,000
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FTEs	14.7
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Agency Priority: None



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Category: Business, Employment and Consumer Services

Information Technology Services (ITS)

This activity is responsible for planning, implementing, maintaining, and managing the agency-wide technology infrastructure that supports and connects over 300 headquarters and DOL field sites statewide. This includes: desktop computers, local area networks (LAN), wide area network (WAN), e-mail, the agency imaging system infrastructure, the agency intranet, and all server applications (SQL) including E-commerce.

In 2000, DOL went live with two Digital Government projects that allow applicants to renew their business licenses and vehicle license tabs over the Internet with a credit card. To do this, ITS installed new server technology. They provide 24/7 operational support to six production Internet Payment Option service lines.

ITS also manages the centralized purchase of IT acquisitions, averaging \$4.5 million each biennium. In addition, they provide hardware and software disaster recovery, business application security access, database administration, and an agency-wide Help Desk that DOL staff and customers can call for one-on-one assistance with desktop hardware and software problems.

General Fund State-\$439,939, Architect License Account-\$26,121, Cemetery Account-\$7,560, Professional Engineers Account-\$88,677, Real Estate Commission Account-\$264,652, Master License Account-\$442,003, Marine Fuel Tax Refund Account-\$1,374, Uniform Commercial Code Account-\$139,543, Real Estate Education Account-\$686, Motorcycle Safety Education Account-\$28,869, State Wildlife Account-\$19,934, Highway Safety Fund-\$3,289,933, Motor Vehicles Fund-\$1,923,373, DOL Services Account-\$169,789, Funeral Directors & Embalmers Account-\$22,684, Geologist Account-\$8,937
Digital Government Revolving Fund-\$583,724

Expected Results

Staff in this unit install, maintain and replace 2,400 desktop computers, 180 servers and support the DOL headquarters and field telecommunications circuits. The Help Desk responds to 10,500 calls for assistance in a calendar year.

Total \$ \$7,457,798

GFS \$ \$439,939

Other \$ \$7,017,859

FTEs 41.8

Agency Priority: None



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Category: Business, Employment and Consumer Services

**Business & Professions Division - Professional Regulatory,
Licensing, Registration/Certification**

This activity consists of 15 professional regulatory, licensing, registration, and certification programs. These programs operate in accordance with state law to protect public health, safety, and welfare. All programs, with the exception of Professional Athletics, are expected to be self-supporting (RCW 43.24.086) by establishing fair and appropriate fees. The Real Estate Research and Education programs provide continuing research, education, and technical assistance to licensees, colleges, state and local governments, business and industry, and citizens of Washington State. The Decentralized Information Services Special Projects area provides technology assistance that benefits the entire division.

Total \$ \$7,055,942

GFS \$ \$3,025,599

Other \$ \$4,030,343

FTEs 48.0

Agency Priority: None

The customers of these programs are many and varied. Active licensees as of April 2002 totaled 160,053 and are broken down as follows: Auctioneers - 423, Court Reporters - 833, Architects - 5,372, Geologists - 667, Cosmetology - 51,212, Collection Agencies - 779, Professional Athletics - 629, Employment Agencies - 26, Timeshares - 595, Camp Resorts - 165, Engineers - 21,213, Notaries - 77,134, On-Site Designers - 453, and Landscape Architects - 552.

General Fund, Architect - \$467,486, Cemetery - \$1,094, Engineers - \$2,263,395, Real Estate - \$311,035, MLS - \$14,438, UCC - \$36,911, Real Estate Ed - \$267,000, Real Estate Res - \$297,000, Data Processing - \$15,000, Funeral - \$2,951, Geologist Acct. - \$354,033

Expected Results

- Provide public education and technical assistance to the regulated industry in order to establish compliance with statutes and rules.
 - Establish minimum levels of experience and qualification for registration and licensure.
 - Develop and administer valid examinations.
 - Establish and enforce standards of practice.
 - In response to consumer complaints, investigate alleged violations of the standards of practice for possible disciplinary action.
 - Take disciplinary action, where warranted, to assure consumer protection. Protect the rights of the accused through assuring "due process" protection.
 - Administer programs of continuing education.
 - Investigate allegations of unlicensed practice and seek remedy where appropriate.
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Category: Business, Employment and Consumer Services

**Business and Professions Division - Professional Licensing,
Registration and Regulatory Programs**

This activity consists of professional licensing, registration, and regulatory programs. These programs operate in accordance with state law to provide consumer protection by establishing minimum experience and education qualifications for licensure; developing and administering valid examinations; administering programs of continuing education; conducting investigations; making technical assistance visits; performing audits; and maintaining and enforcing standards of practice to promote public welfare. All programs are expected to be self-supporting (RCW 43.24.086) by establishing fair and appropriate fees.

Both the Private Investigator and Security Guard programs conduct fingerprint-based background checks, and Bail Bonds is authorized to conduct electronic background checks. This ensures that individuals in positions of trust do not have a criminal background. The Real Estate programs regulate the activities of real estate brokers and salespersons and state-certified and licensed appraisers consistent with established licensing statutes. The Real Estate Appraisers program is federally mandated and a state dedicated account will be established in July 2003 for the deposit and expenditure of its revenues.

The customers of these programs are many and varied. Active licensees as of April 2002 totaled 26,507 and are broken down as follows: Private Investigators - 729, Funerals - 1,940, Security Guards - 6,949, Cemeteries - 210, Bail Bonds - 258,, Real Estate Appraisers - 2,432, Real Estate Commission - 13,989.

General Fund, Cemetery - \$146,065, Real Estate - \$4,609,809, Funeral - \$328,721

Expected Results

- Provide public education and technical assistance to the regulated industry in order to establish compliance with statutes and rules.
 - Establish minimum levels of experience and qualification for registration and licensure.
 - Develop and administer valid examinations.
 - Establish and enforce standards of practice.
 - In response to consumer complaints, investigate alleged violations of the standards of practice for possible disciplinary action.
 - Take disciplinary action, where warranted, to assure consumer protection. Protect the rights of the accused through assuring "due process" protection.
 - Administer programs of continuing education.
 - Investigate allegations of unlicensed practice and seek remedy where appropriate.
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Total \$ \$6,848,948

GFS \$ \$1,764,353

Other \$ \$5,084,595

FTEs 53.5

Agency Priority: None



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Category: Business, Employment and Consumer Services

Vehicle Services - Dealers and Manufacturers

This activity is responsible for administering and enforcing laws which license and regulate approximately 6,500 vehicle manufacturers, dealers, wreckers, tow truck operators, hulk haulers, scrap processors, motor vehicle transporters, snowmobile dealers, off-road vehicle dealers, mobile home dealers, travel trailer dealers, vessel dealers, and other miscellaneous dealers operating or doing business in Washington State. Each year, Dealer and Manufacturer Services staff conducts 2,000 investigations along with over 3,000 inspections, certifications, and technical assistance visits to ensure compliance with the laws governing these businesses.

This activity also administers and enforces laws relating to odometer tampering, auto theft deterrents, dealer advertising violations, manufactured/mobile housing regulations, unlicensed vehicle dealer activities, and motor vehicle dealer/manufacturer franchise dispute resolutions.

Field investigations are conducted when the department receives credible information that indicates a licensee has violated a law or rule by which it is regulated, or when someone is suspected of acting as a vehicle dealer without a proper license. These investigations will eventually lead to penalties being imposed on violators. Inspections are conducted to verify licensing requirements, such as when a licensee submits a change of name or address to the department.

GFS-\$46,606
Motor Vehicles-\$6,078,067

Expected Results

Total \$ \$6,124,673

GFS \$ \$46,606

Other \$ \$6,078,067

FTEs 44.1

Agency Priority: None



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Category: Business, Employment and Consumer Services

Business and Professions Division - Administration and Information Technology Support

This area provides administrative and information technology support and direction to the Business and Professions Division. Staff provides leadership on the use of effective business management principles; advice and assistance on matters pertaining to business and professions licensing; monitors and coordinates legislation impacting the division; coordinates rule making, policies and procedures, budget preparation, tracking and allotments for 11 different fund sources; and coordinates strategic business planning and communications.

Other responsibilities include coordination of quality initiatives; conduct research investigations and provide broad-based support for general constituent contact and services; provide investigative support and services to the professional boards, commissions, committees and program administrators; create and maintain division internet Web site; and receive, review, reconcile and issue corrections to division revenue document notices, revenue refund warrants, and other fees.

GFS - \$1,863,369, Architect - \$116,396, Cemetery - \$17,521, Engineers - \$358,892, Real Estate - \$796,994, MLS - \$1,878,889, UCC - \$679,594, Funeral - \$47,862, Geologist Acct. - \$63,518

Expected Results

- Provides central coordinated policy direction for the division. Leads planning to ensure that the 29 program areas function as one cohesive division.
- Maintains a cost allocation model to ensure that centralized cost centers are distributed in a fair and equitable fashion.
- Assists and advises in strategic planning (six-year plans) to ensure programs are in compliance with the intent of RCW 43.24.086 and the expectation that programs be self-supporting. Adopts fees through administrative code.
- Pays the costs for centralized accounting, coordination of division, rent, utilities, janitorial services, energy costs, and various revolving funds and among the division's programs.
- Providing hardware and software support for microcomputers; Local Area Networks; Internet; Mainframe; Professional and Business Licensing systems; UCC filings; and Firearms Registration and Concealed Pistol Permits system.
- Offering project management, technology planning, analysis and programming, consulting and equipment acquisition services.
- Accounts for approximately 20.6 percent of the division's biennial budget.

Total \$ \$5,823,035

GFS \$ \$1,863,369

Other \$ \$3,959,666

FTEs 27.8

Agency Priority: None



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Category: Public Safety and Criminal Justice

Driver Services - Hearings and Interviews

Staff in this program administer the state laws that provide drivers their right to appear at an interview and/or hearing to contest any Department proposal to administratively suspend, revoke, or restrict their driving privilege. They process requests and fees, schedule interviews and hearings, and provide timely and appropriate notices of impending action. Hearing officers preside over formal administrative hearings subject to superior court review when a driver contests a proposed driver's license suspension as required by statutes covering financial responsibility, DUI (Driving Under the Influence), or other driver licensing statutes. Staff also conducts fact-finding interviews with drivers prior to administrative suspension action involving the driving privilege, and driver awareness/improvement interviews with drivers who accumulate an unsafe driving record of four or more citations within 12 months, or five or more within 24 months.

Expected Results

The unit scheduled and conducted 12,686 DUI and non-DUI hearings in 2001. Similar volumes are expected in 2002 and 2003.

Total \$ \$5,454,000

GFS \$ \$0

Other \$ \$5,454,000

FTEs 43.8

Agency Priority: None



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Category: Business, Employment and Consumer Services

Business and Professions Division - Master License Services

The Master License Service (MLS) operates in accordance with state law and is a licensing program charged with simplifying the business license process. This program provides over 100 different business licenses and registrations, administered by 11 state agencies and two cities, thereby providing customers with one-stop business licensing and information. License applicants' information and fees are collected in this Department of Licensing (DOL) central program and then distributed to appropriate agencies for further action. This benefits the customer, as well as, the state in making the process less cumbersome for businesses and easing revenue collection for agencies. Products and services provided through MLS include: business license applications and renewals, corporate renewals, trade name registrations, for-hire (taxi) and limousine licensing, as well as, registration of telephone solicitors and white water outfitters. Additional services provided are distributing license information packets to the public and printing/distributing forms to participating agencies.

In February 2002, Governor Locke issued Directive 02-02 directing all executive agencies to cooperate fully with DOL to expand MLS where appropriate to other agencies, as well as to local government to streamline business-licensing processes.

Each year, MLS processes over 100,000 business license and registration applications and more than 200,000 business location and corporation license renewals on behalf of licensing and regulatory agencies participating in the MLS program. This program collects approximately \$30,922,000 in revenue annually which is distributed as follows:

Agency Title - Amount
Cigarette Health Education Fund - 857,000
City of Bellevue - 61,000
City of Richland - 362,000
Department of Ecology - 1,086,000
Department of Health - 148,000
Department of Labor and Industries - 9,000
Department of Revenue - 50,000
Department of Licensing - Other Programs - 2,926,000
Department of Licensing - Master License Service - 4,023,000
Liquor Control Board - 9,128,000
Office of the Secretary of State - 7,965,000
Department of Agriculture - 4,267,000
Washington State Lottery - 18,000
Washington State Patrol - 22,000

Master License Account

Expected Results

Total \$ \$4,708,204

GFS \$ \$0

Other \$ \$4,708,204

FTEs 39.9

Agency Priority: None



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- Licensing agencies participating in the Master License Service program avoid most of the costs and effort associated with creating and maintaining a license application and renewal-processing infrastructure.
- The business community saves time and money that would otherwise be spent in identifying, locating and contacting numerous agencies and regulatory offices.
- Overall, the state of Washington realizes a savings from the avoidance of multiple agencies duplicating the licensing infrastructure provided by MLS.
- Although other states offer a form of online corporate renewal services, Washington State is the only one that was created through cooperation of two state agencies. With the collaboration of the Department of Licensing and the Secretary of State, infrastructure already built for the online Master Business License was used eliminating the need for the Secretary of State to start from scratch and incur unnecessary start-up costs.

Category: Business, Employment and Consumer Services

Management Support Services - Accounting

There are four distinct areas within the accounting activity:

1. General Accounting is responsible for the redistribution of supply costs, indirect costs, federal projects, AFRS payments, general accounting, and general ledger maintenance.
2. Revenue Accounting processes and accounts for all revenue collection for DOL. Revenue collection entails 74 funds, 84 different revenue sources, and a total collection of \$3 billion a biennium. The revenue collected by this unit is distributed to other state agencies and local governments. This unit processes over 54,800 checks per month.
3. Accounts payable makes payments to vendors that are not state agencies, as well as all payments for travel to DOL employees.
4. Payroll accounting handles all the accounting around employee paychecks, payroll deductions, and employee leave.

General Fund State - \$273,916, Architect License Account - \$17,385, Cemetery Account - \$5,721, Professional Engineers Account - \$79,210, Real Estate Commission Account - \$182,485, Master License Account - \$234,018, Marine Fuel Tax Refund Account - \$686, Uniform Commercial Code Account - \$76,845, Real Estate Education Account - \$2,177, Real Estate Research Account - \$2,292, Motorcycle Safety Education Account - \$20,573, State Wildlife Account - \$18,831, Highway Safety Fund - \$1,791,143 Highway Safety Fund - Federal - \$12,411, Motor Vehicles Fund - \$1,020,318, DOL Services Account - \$39,899, Funeral Directors & Embalmers Account - \$12,326, Geologist Account - \$8,423

Expected Results

Total \$ \$3,798,659

GFS \$ \$273,916

Other \$ \$3,524,743

FTEs 38.6

Agency Priority: None



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Customer Support Services

Total \$ \$3,727,793



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This activity provides project management services to IT project managers and the business divisions. This includes the maintenance and enhancement of the 114 business systems and development of new business systems. In the 2001-03 Biennium, this unit is responsible for 15 IT development projects, at a total cost of \$10.9 million, which were funded by the Legislature, Digital Government and Technology Pools, and federal government.

GFS \$	\$213,514
Other \$	\$3,514,279
FTEs	15.5

Agency Priority: None

Other Specific Customer Support Services activities include:

Project and Planning Office (PPO) - The PPO provides dedicated project managers for IT development projects. These staff manage the IT Portfolio required by DIS for all DOL IT assets. Assets include architecture planning, policy compliance, and infrastructure (computer hardware, software, telecommunications networks and software). Also included are desktop inventory, standards for programming languages, customer data access interfaces, and the systems development methodology. The unit is also responsible for formal quality assurance reviews of IT development projects done at key points in the systems development process to ensure that standards have been adhered to, project scope and schedule has been properly managed, and that the project is within budget.

IT Systems Management - This unit manages the maintenance of the 114 agency business applications for Driver Services, Vehicle Services, Business and Professions, and Administrative Services. DOL's business divisions develop system service requests for in-house changes and additions to these business applications. These change requests are a result of customer needs for streamlining business processes, collection of new licensing data, fee changes, and other business needs. These managers ensure proper resource and schedule allocation of the business division's system analysts and programming staff. They schedule and monitor programmers and analysts, establish workload prioritization, design systems to meet business requirements, and provide project management for short duration IT development projects.

Imaging - This unit is responsible for agency-wide deployment of imaging technology that scans and digitizes paper documents. Over 2 million vehicle and vessel title transactions, as well as, over 2 million driver license and ID card-related documents are imaged annually. These scanned documents, in turn, generate over 13 million documents annually used by DOL, law enforcement agencies, and the courts. The imaged documents are accessed from the business system databases using client reference keys so they can be easily and quickly retrieved for action by law enforcement, the courts, and DOL business divisions. This unit maintains and enhances existing imaging applications, plans and designs new imaging applications, and evaluates new imaging techniques and tools for potential use.

General Fund State-\$213,514, Architect License Account-\$12,677, Cemetery Account-\$3,670, Professional Engineers Account-\$43,036, Real Estate Commission Account-\$128,442, Master License Account-\$214,514, Marine Fuel Tax Refund Account-\$667, Uniform Commercial Code Account-\$67,724, Real Estate Education Account-\$334, Motorcycle Safety Education Account-\$14,011, State Wildlife Account-\$9,675, Highway Safety Fund-\$1,814,822, Motor Vehicles Fund-\$933,461, DOL Services Account-\$82,402, Funeral Directors & Embalmers Account-\$11,009, Geologist Account-\$4,336
Digital Government Revolving Fund-\$173,499



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Expected Results

Projects developed since the PPO's inception 1999 have an 85 percent success rate of being developed on time and within budget allocation. PPO Project Managers have successfully implemented six Digital Government Internet Payment Option development projects (Master Business Licensing, Revenue Credit Card Payment engine, Motor Vehicle Tab Renewals, Uniform Commercial Code filings, Vessel Renewals, Corporation and Limited Liability Company Renewals).

IT Systems Management was responsible for cutting IT system maintenance project backlogs by 50 percent. They also successfully implemented Digital Government Internet Payment Option service lines that allowed vehicle owners and business owners to renew their licenses on line using a credit card.

The Imaging group is currently working on a Vehicle Titling application to digitize, store and retrieve supporting documents.

Category: Business, Employment and Consumer Services

Vehicle Services - Management and Administrative Support

Management and Administrative Support services provide administrative support to Vehicle Services operations. The staff in this program provides services and support to division management, field staff, other agency staff, and external entities. Support services include planning, budget preparation and monitoring, coordination of legislation, rules and policies management, vehicle data, and policy analysis. All of these activities are needed to support the division's programs, which are required by state and federal laws.

Motor Vehicle - \$3,705,422

Expected Results

Total \$ \$3,705,422

GFS \$ \$0

Other \$ \$3,705,422

FTEs 18.2

Agency Priority: None



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Category: Public Safety and Criminal Justice

Driver Services - Motorcycle Safety Program

The Washington Motorcycle Safety Program (WMSP) works with government and private contractors to provide rider education and training to interested riders. WMSP also conducts quality assurance visits to all training sites and instructors. They train new instructors, review and publish the Motorcycle Operator Manual which is studied by new riders to pass the knowledge test, and provide training to Licensing Service Representatives for the administration of the motorcycle skill test. They collect data for and publish a Motorcycle Club booklet of all clubs in Washington, conduct awareness programs for the general public, and provide management of the overall program.

In 2001, over 6,700 Washington riders took rider-training courses with a four-to-six month waiting list for additional training. The 2002 Legislature provided additional funding to train over 10,000 students per year and to provide for another 15 to 20 instructors to assist with the additional training load.

Motorcycle Safety Education Account-State (081-1): \$2,548,000

Expected Results

The program will train approximately 10,000 motorcycle riders per year starting in the 2003.

Total \$ \$2,548,000

GFS \$ \$0

Other \$ \$2,548,000

FTEs 1.5

Agency Priority: None

Category: Business, Employment and Consumer Services

Management Support Services - Decentralized Administration Services

This cost center covers expenses such as charges from other agencies (Attorney General Services, Audit Services, Archives), self-insurance, and rent.

General Fund State - \$164,242, Architect License Account - \$10,424, Cemetery Account - \$3,430, Professional Engineers Account - \$47,495, Real Estate Commission Account - \$109,419, Master License Account - \$140,319, Marine Fuel Tax Refund Account - \$411, Uniform Commercial Code Account - \$46,077, Real Estate Education Account - \$1,306, Real Estate Research Account - \$1,374, Motorcycle Safety Education Account - \$12,336, State Wildlife Account - \$11,291, Highway Safety Fund - \$1,073,985, Highway Safety Fund - Federal - \$7,441, Motor Vehicles Fund - \$611,791, DOL Services Account - \$23,924, Funeral Directors & Embalmers Account - \$7,391, Geologist Account - \$5,053

Expected Results

Total \$ \$2,277,709

GFS \$ \$164,242

Other \$ \$2,113,467

FTEs 0.0

Agency Priority: None



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Category: Public Safety and Criminal Justice

Driver Services - Document Processing

This unit receives and sorts all incoming citations and failure to respond, comply, or appear (FTA) notices from the courts. Staff enters FTAs and non-suspendable citations onto driver records, takes suspension action against individuals who have not resolved their citations (FTAs) with the courts, and releases (adjudicates) the suspensions when citations are resolved. DOL receives electronic transmissions of FTAs and adjudications from courts, including the Seattle Municipal Court. This unit also processes unsuccessful record updates sent to numerous exception registers from these electronic processes and manually updates the driver database. Record Response, which performs secure updates and amendments to driver records, is also a part of this unit.

Total \$ \$2,268,000

GFS \$ \$0

Other \$ \$2,268,000

FTEs 25.9

Agency Priority: None

Highway Safety Fund-State (106-1): \$2,268,000

Expected Results

In FY 2001, the unit entered 740,000 citations onto driving records and processed over 800,000 FTA suspensions and adjudications. Similar volumes are expected in FY 2002 and FY 2003.



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Category: Business, Employment and Consumer Services

Chief Information Officer (CIO) Office

Total \$ \$1,970,703



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The Chief Information Officer (CIO) develops the long-term vision and strategy for DOL's use of information technology and directs the use of that technology to support DOL's strategic goals. The CIO ensures that the more than 144 information technology business systems (applications) are operational. In addition, the CIO oversees the implementation of new agency technology systems. These business systems hold 24.3 million client records in 81 separate databases containing all of the state's driver records, vessel and vehicle titling and registrations, selected firearms (hand guns) registrations, Uniform Commercial Code filings, business and professional licenses, and the agency's administrative core systems.

Using the data from these systems, DOL collects and accounts for fees and taxes on behalf of Washington State and local government jurisdictions. In the 1999-01 Biennium, DOL collected \$3,041,987,328.99 from these fees and taxes. Of that revenue, \$295,656,290.34 was collected on behalf of the Department of Revenue (DOR). The balance was deposited into state treasury accounts and/or distributed to 88 other state agencies and most local governments in Washington.

In the 2001-03 Biennium, it is projected that DOL will collect \$2.3 billion in transportation fees, taxes, and business and professional license fees for deposit into state accounts from the following revenue sources:

Gasoline and Special Fuel Taxes-\$1,497,998,626
Motor Vehicle Fees-\$650,297,614
Driver License Fees-\$108,306,075
Professional Licensing Fees-\$34,443,991
Other Revenue Collections-\$56,741,513

Total Agency Collections-\$2,347,787,819

This \$2.3 billion will be distributed into the 47 state and local accounts. Additionally, Information Services maintains 238 client electronic interfaces to 81 database systems. This provides authorized access to all the state's drivers licenses, all driving records used by law enforcement and the courts, all vehicle and vessel registrations and titles, as well as 104 business and professional licenses, hand gun registrations, disabled person parking permits, and other licensing records.

This activity is responsible for the development of the IT budget and resource plans consistent with agency and program goals, Department of Information Services (DIS) policies, and legislative requirements. Staff in this activity provide planning, budget preparation and monitoring, coordination of legislative reviews, coordination of DOL's accelerated IT contract process, and quality process improvement facilitation.

This unit also provides the IT security authentication and establishes data access policy, controls, and audits to protect our business systems, networks, and hardware. With these controls in place, only authorized users have access to DOL's data records and information.

General Fund State-\$106,190, Architect License Account-\$6,306, Cemetery Account-\$1,825, Professional Engineers Account-\$21,404, Real Estate Commission Account-\$63,880, Master License Account-\$106,690, Marine Fuel Tax Refund Account-\$332, Uniform Commercial Code Account-\$33,683, Real Estate Education Account-\$166, Motorcycle Safety Education Account-\$6,969, State Wildlife Account-\$4,812, Highway Safety Fund-\$794,105, Motor Vehicles Fund-\$464,253, DOL Services Account-\$40,983

GFS \$	\$106,190
Other \$	\$1,864,513
FTEs	7.3

Agency Priority: None



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Funeral Directors & Embalmers Account-\$5,476, Geologist Account-\$2,157, Data Processing
Revolving Fund-\$3,000, Digital Government Revolving Fund-\$308,472

Expected Results

The goal of this activity is to maximize the application of advanced computer technology and the capabilities of an integrated automated system. Further, the goal is to increase efficiency, improve performance, maintain secure data, and efficiently maintain operational effectiveness.

Category: Public Safety and Criminal Justice

Driver Services - Driver Responsibility Administration

The Driver Responsibility Administrator's Office is responsible for managing its seven program areas, critiquing and implementing new legislation, managing the division budget, initiating and testing changes to computer applications, developing and conducting internal staff training, and responding to requests for statistical information from the driver license and ID Card database using the Data Mart application. In addition, this office has a criminal justice program manager who acts as a liaison between DOL and criminal justice agencies, providing and sharing knowledge, education, and resource materials.

Highway Safety Fund-State (106-1): \$1,953,000

Expected Results

Total \$ \$1,953,000

GFS \$ \$0

Other \$ \$1,953,000

FTEs 8.9

Agency Priority: None



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Category: Business, Employment and Consumer Services

Business and Professions Division - Uniform Commercial Code

Total \$ \$1,689,425

GFS \$ \$0

Other \$ \$1,689,425

FTEs 18.0

Agency Priority: None

The Uniform Commercial Code (UCC) is a record-keeping program that serves as the central repository of liens on personal property in Washington State. It also conducts certified searches of its records for the public upon request. This program operates in accordance with revised Article 9 of the Uniform Commercial Code that relies on the public record to provide the means for creditors to determine if there is any security interest that precedes theirs. The UCC is a national program and has been adopted by all 50 states. This has resulted in national uniformity for interstate and international transactions that are critical to commerce.

The UCC program processes approximately 110,000 filings and 22,000 searches annually and collects approximately \$2,055,000 in revenue. As a result of the electronic filing system, UCC can comply with the national and state requirements of revised Article 9 in meeting the two-business day turn around for filings and searches. Meeting this new standard is vital to enable the business community to meet their customer needs. This has resulted in a significant positive effect on the Washington business climate.

Uniform Commercial Account

Expected Results

- With the new online application, UCC now offers the public a "smart form" that prevents filers from making mistakes that would cause a filing to be rejected. This smart form alerts an applicant to missing information and prevents a submittal until the document is properly completed.
- UCC offers online customers two payment options - credit cards and Electronic Fund Transfers (EFT). One hundred repeat customers and 15 governmental agencies from across the nation have set up EFT accounts with UCC.
- Washington State is the first state to offer computer-to-computer interface for batch filing using Simple Object Access Protocol (SOAP) technology. This allows a bank to send multiple filings in one day.
- With the critical nature of commerce, timely filings are important and UCC has eliminated nearly all manual processes.



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Category: Business, Employment and Consumer Services

Management Support Services - Decentralized Information Services

Decentralized Information Services provides computer programming to keep various automated systems within the Administrative Services Division running. This unit also programs computers to perform new functions as required in newly passed legislation. In addition, staff develop new computer systems as requested to improve services, such as handling revenues from online credit card transactions.

Total \$ \$1,660,711

GFS \$ \$119,751

Other \$ \$1,540,960

FTEs 7.0

Agency Priority: None

General Fund State - \$119,751, Architect License Account - \$7,601, Cemetery Account - \$2,501, Professional Engineers Account - \$34,629, Real Estate Commission Account - \$79,779, Master License Account - \$102,309, Marine Fuel Tax Refund Account - \$300, Uniform Commercial Code Account - \$33,595, Real Estate Education Account - \$952, Real Estate Research Account - \$1,002, Motorcycle Safety Education Account - \$8,994, State Wildlife Account - \$8,232, Highway Safety Fund - \$783,058, Highway Safety Fund - Federal - \$5,426, Motor Vehicles Fund - \$446,066, DOL Services Account - \$17,443, Funeral Directors & Embalmers Account - \$5,389, Geologist Account - \$3,684

Expected Results

Category: Public Safety and Criminal Justice

Driver Services - Mandatory Suspensions

This unit receives and processes DUI arrest reports from law enforcement and takes suspension actions as mandated by statute. They issue occupational driver licenses; process all citations that require a mandatory suspension or revocation of the driving privilege; and take administrative action to suspend, revoke, or cancel licenses when drivers have accumulated too many citations, committed serious offenses, or failed to comply with a child support order. The unit also disqualifies commercial drivers for positive drug and alcohol tests.

Total \$ \$1,631,000

GFS \$ \$147,000

Other \$ \$1,484,000

FTEs 22.4

Agency Priority: None

Highway Safety Fund-State (106-1): \$1,484,000

General Fund-State (001-1): \$147,000

Expected Results

The unit issued over 80,000 mandatory suspensions in 2001. Similar volumes are expected in 2002 and 2003.



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Category: Business, Employment and Consumer Services

Management Support Services - Human Resources

This unit includes personnel operations, diversity, affirmative action, employee development, and training. Personnel operations and employee development staff often team up to provide services in conflict resolution, intervention, and organizational development. Much of the personnel-related work conducted can be termed 'preventive maintenance' to mitigate potential agency liability by providing sound advice to managers and employees.

General Fund State - \$116,757, Architect License Account - \$7,410, Cemetery Account - \$2,438, Professional Engineers Account - \$33,763, Real Estate Commission Account - \$77,784, Master License Account - \$99,750, Marine Fuel Tax Refund Account - \$292, Uniform Commercial Code Account - \$32,755
Real Estate Education Account - \$928, Real Estate Research Account - \$977, Motorcycle Safety Education Account - \$8,769, State Wildlife Account - \$8,027, Highway Safety Fund - \$763,477, Highway Safety Fund - Federal - \$5,290, Motor Vehicles Fund - \$434,912, DOL Services Account - \$17,007, Funeral Directors & Embalmers Account - \$5,254, Geologist Account - \$3,594

Expected Results

Total \$ \$1,619,184

GFS \$ \$116,757

Other \$ \$1,502,427

FTEs 14.0

Agency Priority: None

Category: Public Safety and Criminal Justice

Driver Services - Reinstatements

The Reinstatements Unit enters insurance information onto driving records, reviews medical and vision documents to determine licensing eligibility, and processes reinstatements of the driving privilege. The Out of State Desk provides telephone support for LSOs and other state DMVs on personal and commercial driving records and license issuance. The Alcohol Section updates driving records with alcohol evaluation, treatment and compliance reports, and suspends driving privileges for not complying with required alcohol reporting.

Highway Safety Fund-State (106-1): \$1,518,000

Expected Results

Approximately 105,000 proofs of financial responsibility insurance certificates were entered onto driving records in 2001, 21,000 of which resulted in reinstatement of the driving privilege and 25,000 in suspension actions. Similar volumes are expected in Fiscal Years 2002 and 2003.

Total \$ \$1,518,000

GFS \$ \$0

Other \$ \$1,518,000

FTEs 17.7

Agency Priority: None



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Category: Public Safety and Criminal Justice

Driver Services - Accident Processing

The Accident Processing Unit edits collision reports from law enforcement and citizens and sets up cases for uninsured accidents. They take suspension action against uninsured drivers involved in accidents who cannot meet their financial responsibility obligations and process reinstatements when the driver complies with financial responsibility requirements.

Highway Safety Fund-State (106-1): \$1,459,000

Expected Results

In 2001, the unit processed 98,000 collision reports and issued 11,000 suspensions. Similar volumes are expected in 2002 and 2003.

Total \$ \$1,459,000

GFS \$ \$0

Other \$ \$1,459,000

FTEs 18.9

Agency Priority: None

Category: Business, Employment and Consumer Services

Management Support Services - Budget and Program Support

This unit is responsible for budget development and monitoring, and allotment and fiscal note preparation. During the legislative session each year, the budget staff review program data and write fiscal notes on proposed legislation. In addition, the budget staff oversees the maintenance of the agency indirect cost distribution model and provides fund balance analysis and revenue projections. This unit processes over a 120 fiscal notes per year.

General Fund State - \$97,286, Architect License Account - \$6,175, Cemetery Account - \$2,032, Professional Engineers Account - \$28,133, Real Estate Commission Account - \$64,813, Master License Account - \$83,116, Marine Fuel Tax Refund Account - \$244, Uniform Commercial Code Account - \$27,293, Real Estate Education Account - \$773, Real Estate Research Account - \$814, Motorcycle Safety Education Account - \$7,307, State Wildlife Account - \$6,688, Highway Safety Fund - \$636,158, Highway Safety Fund - Federal - \$4,408, Motor Vehicles Fund - \$362,385, DOL Services Account - \$14,171, Funeral Directors & Embalmers Account - \$4,378, Geologist Account - \$2,991

Expected Results

Total \$ \$1,349,165

GFS \$ \$97,286

Other \$ \$1,251,879

FTEs 9.0

Agency Priority: None



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Category: Public Safety and Criminal Justice

Driver Services - Customer Service Unit (CSU)

The Customer Service Unit (CSU) answers phone calls into the Driver Services phone pool and staffs the headquarters customer counter to provide the public with driver-related services. At the customer counter, licensing services representatives issue duplicate and renewal licenses, ID cards, and permits.

Highway Safety Fund-State (106-1): \$1,332,000

Expected Results

CSU phone representatives answered 187,000 customer calls in 2001. Similar volumes are expected in 2002 and 2003.

Total \$ \$1,332,000

GFS \$ \$0

Other \$ \$1,332,000

FTEs 14.8

Agency Priority: None

Category: Public Safety and Criminal Justice

Driver Services - Technical Reporting

Technical Reporting provides a variety of services: record corrections; subpoena responses; certified copy of driving records (CCDR); disclosure of driving record information; suspension and release of drivers who have paid fees with dishonored checks; and extends, replaces, and renews licenses by mail for drivers who are out of state. This unit also processes driver license extension stickers, which are being issued to transition from four-year to five-year license expirations.

Highway Safety Fund-State (106-1): \$1,243,000

Expected Results

In 2001, this unit certified and submitted 40,000 documents in response to 1,800 subpoenas, and certified an additional 85,000 documents for court-related purposes. Similar volumes are expected for 2002 and 2003.

Total \$ \$1,243,000

GFS \$ \$0

Other \$ \$1,243,000

FTEs 14.0

Agency Priority: None

Category: Public Safety and Criminal Justice

Driver Services - Commercial Driver License (CDL) Program

The Commercial Driver License (CDL) Program ensures compliance with state and federal laws pertaining to commercial drivers. The unit reviews CDL drive test courses and oversees compliance audits of third-party testers by licensing services representatives, and conducts investigations required for intrastate medical waivers.

Highway Safety Fund-State (106-1): \$1,026,000

Highway Safety Fund-Federal (106-2): \$184,000

Expected Results

In 2001, the program monitored and audited 107 third party testers who conducted about 14,000 CDL drive tests. Similar volumes are expected in 2002 and 2003.

Total \$ \$1,210,000

GFS \$ \$0

Other \$ \$1,210,000

FTEs 3.8

Agency Priority: None



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Category: Public Safety and Criminal Justice

Driver Services - Imaging Processing

Imaging Processing scans documents into the imaging system and microfilms documents for retention. The mail desk sorts driver responsibility, hearings, examining, and some of the AD office's incoming mail. The Photo Verification Lab receives all non-verifiable licenses and ID cards from licensing services offices (LSO), verifies the documents with previous photos, and mails verified documents to the customer. This unit also receives undeliverable licenses and ID cards from the U.S. Postal Service and answers public inquiries. The staff provides license support for LSOs by pulling up and checking data in stored documents.

Total \$ \$1,075,000

GFS \$ \$0

Other \$ \$1,075,000

FTEs 14.0

Agency Priority: None

Highway Safety Fund-State (106-1): \$1,075,000

Expected Results

Over 2,000,000 driver license and ID card-related documents are imaged annually.

Category: Business, Employment and Consumer Services

Management Support Services - Mailroom

The Mail Center sorts various types of mail including, but not limited to, US Postal Service, campus, Western Parcel, and United Parcel Service. The Mail Center is also the liaison between Consolidated Mail Service (operated by the Department of General Administration) and the US Postal Service. The mailroom process 1.8 million pieces of mail per year.

Total \$ \$1,033,317

GFS \$ \$72,348

Other \$ \$960,969

FTEs 11.5

Agency Priority: None

General Fund State - \$72,348, Architect License Account - \$4,592, Cemetery Account - \$1,511, Professional Engineers Account - \$20,921, Real Estate Commission Account - \$48,199, Master License Account - \$61,810, Marine Fuel Tax Refund Account - \$181, Uniform Commercial Code Account - \$20,297
Real Estate Education Account - \$575, Real Estate Research Account - \$605, Motorcycle Safety Education Account - \$5,434, State Wildlife Account - \$4,974, Highway Safety Fund - \$473,084, Highway Safety Fund - Federal - \$3,278, Motor Vehicles Fund - \$269,490, DOL Services Account - \$10,538, Funeral Directors & Embalmers Account - \$3,256, Geologist Account - \$2,224

Expected Results



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Category: Business, Employment and Consumer Services

Business and Professions Division - Technology Improvement

Total \$ \$908,446

This activity provides technology improvement by creating the redesign of the Uniform Commercial Code system (UCC/RDM), the Master License system (WALI), internet renewals (Expanded Internet-Solar) and a redeveloped licensing system (Venture). The UCC/RDM project replaced the IBM mainframe system and allows the program to comply with the Revised Article 9 two-day turnaround for filings and searches. The MLS/WALI project allows public access to a database of business licensing and registration requirements at the local, state, and federal level through a Web browser. This replaces a system developed in 1995 that required downloading a very large executable program. The new Solar system allows online renewal of professional and business licenses for additional licensing programs within the division and creates the foundation to expand additional programs.

GFS \$ \$0

Other \$ \$908,446

FTEs 1.6

Agency Priority: None

The Venture project allows for migration of the Professional Licensing System from the outdated Unisys platform to a server-based intranet application.

General Fund, Digital Gov - \$838,623, Technology Pool - \$69,823

Expected Results

- Increased efficiency and added service delivery options to the public. A reduction in staffing has been realized in some programs.
- Brings Washington into compliance with national requirements.
- Providing an improved business climate in support of Governor Locke's goal.
- Increases coordination between levels of government.
- Provides direct service improvement to the public.
- Responds to the public's preference to conduct business and performs transactions on-line.
- Increases information availability to professional boards and commissions thereby allowing them to effectively regulate the profession.



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Management Support Services - Director and Deputy Director

This unit includes the director, deputy director, and their support staff. The director and deputy director determine and execute department policy and priorities. The office responds to inquiries from the Governor, legislators, citizens, and other state agencies.

General Fund State - \$59,393, Architect License Account - \$3,770, Cemetery Account - \$1,240, Professional Engineers Account - \$17,175, Real Estate Commission Account - \$39,568, Master License Account - \$50,742, Marine Fuel Tax Refund Account - \$149, Uniform Commercial Code Account - \$16,662, Real Estate Education Account - \$472, Real Estate Research Account - \$497, Motorcycle Safety Education Account - \$4,461, State Wildlife Account - \$4,083, Highway Safety Fund - \$388,373, Highway Safety Fund - Federal - \$2,691, Motor Vehicles Fund - \$221,235, DOL Services Account - \$8,651, Funeral Directors & Embalmers Account - \$2,673, Geologist Account. - \$1,827

Expected Results

Total \$ \$823,662

GFS \$ \$59,393

Other \$ \$764,269

FTEs 4.0

Agency Priority: None

Category: Business, Employment and Consumer Services

Management Support Services - Digital Government Funded Projects

In the 2001-03 Biennium, the Office of Financial Management allocated to DOL funding from the Digital Government and Technology Pools for nine digital government and e-commerce projects. A portion of this funding is combined with direct appropriations for the Management and Support Services Division to cover direct and indirect costs associated with these projects. Some of this funding provides ongoing operational expenses, including the cost of credit card fees, for the Master License Service business license renewals and renewal of vehicle licenses over the Internet. The remainder is for the other 7 new projects.

Digital Government - \$458,112, Technology Pool - \$71,139, General Fund State - \$14,350, Architect License Account - \$911, Cemetery Account - \$300, Professional Engineers Account - \$4,150, Real Estate Commission Account - \$9,560, Master License Account - \$12,259, Marine Fuel Tax Refund Account - \$36, Uniform Commercial Code Account - \$4,026, Real Estate Education Account - \$114, Real Estate Research Account - \$120, Motorcycle Safety Education Account - \$1,078, State Wildlife Account - \$986, Highway Safety Fund - \$93,832, Highway Safety Fund - Federal - \$650, Motor Vehicles Fund - \$53,451, DOL Services Account - \$2,090, Funeral Directors & Embalmers Account - \$646, Geologist Account - \$441

Expected Results

Total \$ \$728,252

GFS \$ \$458,112

Other \$ \$270,140

FTEs 2.7

Agency Priority: None



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Category: Business, Employment and Consumer Services

Management Support Services - Office Services

Office Services has two main functions: they provide and maintain full statewide voice communications for the 1200 agency employees; and they coordinate the 10-year capital plan and oversee the statewide office and warehouse leases for 72 properties occupied by DOL employees. Office Services staff assist DOL employees as they move into or reconfigure existing office space.

General Fund State - \$49,266, Architect License Account - \$3,127, Cemetery Account - \$1,029, Professional Engineers Account - \$14,246, Real Estate Commission Account - \$32,821, Master License Account - \$42,090, Marine Fuel Tax Refund Account - \$123, Uniform Commercial Code Account - \$13,821
Real Estate Education Account - \$392, Real Estate Research Account - \$412, Motorcycle Safety Education Account - \$3,700, State Wildlife Account - \$3,387, Highway Safety Fund - \$322,149, Highway Safety Fund - Federal - \$2,232, Motor Vehicles Fund - \$183,511, DOL Services Account - \$7,176, Funeral Directors & Embalmers Account - \$2,217, Geologist Account - \$1,516

Expected Results

Total \$ \$683,215

GFS \$ \$49,266

Other \$ \$633,949

FTEs 6.0

Agency Priority: None

Category: Business, Employment and Consumer Services

Business and Professions Division - Firearms Program

In accordance with state law, the Firearms program is the central repository for concealed pistol licenses and pistol transfers. Firearm dealers are required to forward pistol transfer records to the department within seven days after the sale of a weapon. State law also requires law enforcement agencies to forward a copy of the issued concealed pistol license to the department, and requires the department to provide this information back to law enforcement with all data entry corrections. The program is required to retain specific records and is prohibited from disclosing information except to law enforcement and corrections agencies. This database is of critical value to law enforcement agencies at the local, state, and federal level.

Expected Results

- Processes over 36,000 concealed pistol licenses and 58,000 pistol transfers annually.
- Provides vital information to law enforcement, firearm dealers and criminal justice agencies.
- Licenses 599 firearm dealers and 931 non-resident alien firearm holders based on April 2002 records.

Total \$ \$610,657

GFS \$ \$610,657

Other \$ \$0

FTEs 6.3

Agency Priority: None



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Agency: 240 - Department of Licensing

Category: Business, Employment and Consumer Services

**Management Support Services - Assistant Director,
Administrative Services**

The Assistant Director's Office for Administrative Services is responsible for providing leadership, direction, administrative, and operational support for cost centers within Administrative Services Division. This includes: analysis and data collection for decision-making, support for program development, coordinate quality initiatives, and provide broad-based support for general constituent contact and services. The agency safety officer and Risk Management program is housed within this cost center.

Total \$ \$569,761

GFS \$ \$41,085

Other \$ \$528,676

FTEs 5.0

Agency Priority: None

General Fund State - \$41,085, Architect License Account - \$2,608, Cemetery Account - \$858

Professional Engineers Account - \$11,881, Real Estate Commission Account - \$27,371, Master License Account - \$35,100, Marine Fuel Tax Refund Account - \$103, Uniform Commercial Code Account - \$11,526

Real Estate Education Account - \$327, Real Estate Research Account - \$344, Motorcycle Safety Education Account - \$3,086, State Wildlife Account - \$2,824, Highway Safety Fund - \$268,654, Highway Safety Fund - Federal - \$1,861, Motor Vehicles Fund - \$153,038, DOL Services Account - \$5,984, Funeral Directors & Embalmers Account - \$1,849, Geologist Account - \$1,262

Expected Results

Category: Business, Employment and Consumer Services

Management Support Services - Forms/Records/Reproduction

This activity provides forms, records management, and printing services. They establish standards for approximately 1,400 agency forms, provide consultation and design services to improve agency communications, monitor form master files, operate an in-house printing service, and oversee and coordinate all other agency printing done by the state printer. The average number of impressions (images) printed by the in-house print shop is 2.5 million per biennium.

Total \$ \$555,629

GFS \$ \$40,066

Other \$ \$515,563

FTEs 6.0

Agency Priority: None

General Fund State - \$40,066, Architect License Account - \$2,543, Cemetery Account - \$837, Professional Engineers Account - \$11,586, Real Estate Commission Account - \$26,692, Master License Account - \$4,230, Marine Fuel Tax Refund Account - \$100, Uniform Commercial Code Account - \$11,240, Real Estate Education Account - \$318, Real Estate Research Account - \$335, Motorcycle Safety Education Account - \$3,009, State Wildlife Account - \$2,754, Highway Safety Fund - \$261,990, Highway Safety Fund - Federal - \$1,815, Motor Vehicles Fund - \$149,242, DOL Services Account - \$5,836, Funeral Directors & Embalmers Account - \$1,803, Geologist Account - \$1,233

Expected Results



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Category: Business, Employment and Consumer Services

Management Support Services - System and Program Review

The Office of System and Program Review (OSPR) provides value-added, management audit/review services. Services include evaluations and/or audits of the: 1) Adequacy and effectiveness of the overall system of management control; 2) Risk, exposure, and management control effectiveness of systems and processes (both manual and computerized); and 3) Adequacy and effectiveness of management controls for agency projects and programs. OSPR is also charged with ensuring the agency meets mandated statutory audit and review requirements outlined in Office of Financial Management Policy, part 20, Internal Control Requirements.

General Fund State - \$38,842, Architect License Account - \$2,465, Cemetery Account - \$811, Professional, Engineers Account - \$11,232, Real Estate Commission Account - \$25,877, Master License Account - \$33,184, Marine Fuel Tax Refund Account - \$97, Uniform Commercial Code Account - \$10,897, Real Estate Education Account - \$309, Real Estate Research Account - \$325, Motorcycle Safety Education Account - \$2,917, State Wildlife Account - \$2,670, Highway Safety Fund - \$253,990, Highway Safety Fund & Federal - \$1,760, Motor Vehicles Fund - \$144,684, DOL Services Account - \$5,658, Funeral Directors & Embalmers Account - \$1,748, Geologist Account - \$1,196

Expected Results

Total \$ \$538,662

GFS \$ \$38,842

Other \$ \$499,820

FTEs 3.0

Agency Priority: None

Category: Business, Employment and Consumer Services

Management Support Services - Supply

This activity provides centralized procurement, warehousing, and inventory control. Staff handles over 37,000 inventory transactions annually, and delivers supplies, equipment, and preprinted forms to agency personnel. In addition, they administer office supply contracts, janitorial services, and various office equipment maintenance services.

General Fund State - \$32,866, Architect License Account - \$2,086, Cemetery Account - \$686, Professional Engineers Account - \$9,504, Real Estate Commission Account - \$21,896, Master License Account - \$28,079, Marine Fuel Tax Refund Account - \$82, Uniform Commercial Code Account - \$9,220, Real Estate Education Account - \$261, Real Estate Research Account - \$275, Motorcycle Safety Education Account - \$2,469, State Wildlife Account - \$2,259, Highway Safety Fund - \$214,914, Highway Safety Fund - Federal - \$1,489, Motor Vehicles Fund - \$122,425, DOL Services Account - \$4,787, Funeral Directors & Embalmers Account - \$1,479, Geologist Account - \$1,013

Expected Results

Total \$ \$455,790

GFS \$ \$32,866

Other \$ \$422,924

FTEs 4.5

Agency Priority: None



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Category: Business, Employment and Consumer Services

Management Support Services - Public Affairs

Public Affairs is the central point of contact with the news media. They produce agency-wide messages, including press releases. This group also works with the other divisions to educate customers on licensing requirements, legislation, upcoming issues, and communication plans. Media training is provided to staff, as well as management support on high profile media issues. This unit maintains the content of the agency's Internet and Intranet sites and information.

General Fund State - \$29,968, Architect License Account - \$1,902, Cemetery Account - \$626, Professional Engineers Account - \$8,666, Real Estate Commission Account - \$19,965, Master License Account - \$25,603, Marine Fuel Tax Refund Account - \$75, Uniform Commercial Code Account - \$8,407, Real Estate Education Account - \$238, Real Estate Research Account - \$251, Motorcycle Safety Education Account - \$2,251, State Wildlife Account - \$2,060, Highway Safety Fund - \$195,960, Highway Safety Fund - Federal - \$1,358, Motor Vehicles Fund - \$111,628, DOL Services Account - \$4,365, Funeral Directors & Embalmers Account - \$1,349, Geologist Account - \$921

Expected Results

Total \$ \$415,593

GFS \$ \$29,968

Other \$ \$385,625

FTEs 3.0

Agency Priority: None

Category: Business, Employment and Consumer Services

Management Support Services - Legislative Coordination Office

This unit is responsible for providing a communication link between the department and legislators. They inform and advise the director and executive staff of all legislation and legislative proposals affecting the department. The unit also oversees the development of departmental request legislation and legislative coordination in the Governor's Office.

General Fund State - \$21,645, Architect License Account - \$1,374, Cemetery Account - \$452, Professional Engineers Account - \$6,259, Real Estate Commission Account - \$14,420, Master License Account - \$18,493, Marine Fuel Tax Refund Account - \$54, Uniform Commercial Code Account - \$6,072, Real Estate Education Account - \$172, Real Estate Research Account - \$181, Motorcycle Safety Education Account - \$1,626, State Wildlife Account - \$1,488, Highway Safety Fund - \$141,539, Highway Safety Fund - Federal - \$981, Motor Vehicles Fund - \$80,627, DOL Services Account - \$3,153, Funeral Directors & Embalmers Account - \$974, Geologist Account - \$667

Expected Results

Total \$ \$300,177

GFS \$ \$21,645

Other \$ \$278,532

FTEs 2.0

Agency Priority: None



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Category: Business, Employment and Consumer Services

Management Support Services - Management Analysis Unit

The Management Analysis unit monitors compliance with the administrative procedure act (RCW34.05) in all rule making. DOL has 99 policies related to various areas of agency operations. The Management Analysis unit critiques legislation, attends hearings, and implements new laws. In addition, the unit provides comprehensive legal and technical support for contract administrative services to all divisions of DOL.

Total \$ \$290,435

GFS \$ \$20,943

Other \$ \$269,492

FTEs 3.3

Agency Priority: None

General Fund State - \$20,943, Architect License Account - \$1,329, Cemetery Account - \$437

Professional Engineers Account - \$6,056, Real Estate Commission Account - \$13,952, Master License Account - \$17,892, Marine Fuel Tax Refund Account - \$52, Uniform Commercial Code Account - \$5,875

Real Estate Education Account - \$166, Real Estate Research Account - \$175, Motorcycle Safety Education Account - \$1,573, State Wildlife Account - \$1,440, Highway Safety Fund - \$136,946, Highway Safety Fund - Federal - \$949, Motor Vehicles Fund - \$78,011, DOL Services Account - \$3,051, Funeral Directors & Embalmers Account - \$942, Geologist Account - \$646

Expected Results

Category: Business, Employment and Consumer Services

Management Support Services - Quality Program Staff

DOL Quality staff oversees the implementation of improvement efforts to increase the quality, efficiency, and effectiveness of DOL services.

Total \$ \$238,894

GFS \$ \$17,226

Other \$ \$221,668

FTEs 1.5

Agency Priority: None

General Fund State - \$17,226, Architect License Account - \$1,093, Cemetery Account - \$360, Professional Engineers Account - \$4,981, Real Estate Commission Account - \$11,476, Master License Account - \$14,717, Marine Fuel Tax Refund Account - \$43, Uniform Commercial Code Account - \$4,833, Real Estate Education Account - \$137, Real Estate Research Account - \$144, Motorcycle Safety Education Account - \$1,294, State Wildlife Account - \$1,184, Highway Safety Fund - \$112,643, Highway Safety Fund - Federal - \$780, Motor Vehicles Fund - \$64,167, DOL Services Account - \$2,509, Funeral Directors & Embalmers Account - \$775, Geologist Account - \$532

Expected Results



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Category: Public Safety and Criminal Justice

Driver Services - Commercial Driving Schools (CDS) Program

The Commercial Driving Schools (CDS) Program ensures compliance with state laws pertaining to commercial driving schools. The unit reviews and approves CDS school and instructor applications and sets curriculum and instructor certification standards for Traffic Safety Education taught in Commercial Driver Training Schools. It oversees compliance audits of CDS programs performed by licensing services representatives and conducts investigations of non-compliant programs.

Total \$ \$178,000

GFS \$ \$0

Other \$ \$178,000

FTEs 3.0

Agency Priority: None

Highway Safety Fund-State (106-1): \$178,000 (FY 2003 only)

Expected Results

The program will license and regulate approximately 110 driving school locations and 400 instructors in the 2001 - 03 Biennium. In addition, the program will implement legislation passed in 2002 to set curriculum and monitor the training of youth under 18 by commercial driving schools. This training was formerly the responsibility of the Superintendent of Public Instruction.

Category: Business, Employment and Consumer Services

**Management Support Services - State Parking Account
(Commute Trip Reduction)**

This cost center provides funding to support the agency's commute trip reduction goals imposed as a result of Washington's Clean Air Act. Incentives are offered to employees who choose a method of transportation to work other than a single occupant vehicle.

Total \$ \$60,000

GFS \$ \$4,327

Other \$ \$55,673

FTEs 0.0

Agency Priority: None

General Fund State - \$4,327, Architect License Account - \$275, Cemetery Account - \$90, Professional Engineers Account - \$1,251, Real Estate Commission Account - \$2,882, Master License Account - \$3,696

Marine Fuel Tax Refund Account - \$11, Uniform Commercial Code Account - \$1,214, Real Estate Education Account - \$34, Real Estate Research Account - \$36, Motorcycle Safety Education Account - \$325, State Wildlife Account - \$297, Highway Safety Fund - \$28,291, Highway Safety Fund - Federal - \$196, Motor Vehicles Fund - \$16,116, DOL Services Account - \$630, Funeral Directors & Embalmers Account - \$195, Geologist Account - \$134

Expected Results

Sub-Total for Agency 240 - Department of Licensing

Totals \$211,022,362

GFS \$10,851,702

Other \$200,170,660

FTEs 1,283.0